



The Richmond Fellowship
Scotland



How well are we doing?

SURVEY RESULTS

2023-2024

As part of our organisational commitment to making improvements, we encourage and welcome feedback from those who use our services. We are therefore pleased to share the results of our 18th annual How Well are We Doing Survey of People We Support; and the 16th annual survey of Families and Carers.

This year, almost a third of the people we support participated in the survey and we thank you for your feedback!



871 people
responded to
our surveys



697 supported individuals

174 family and carers



Headline Results

We received **90%** or above satisfaction in lots of key areas!

- ✓ helping people to feel safe
- ✓ giving the right support
- ✓ helping support wellbeing
- ✓ listening to and respecting people
- ✓ giving people choices
- ✓ helping people achieve the things that matter to them
- ✓ providing opportunities for family & carers to discuss things

60% of the satisfaction scores in our survey of people we support increased from the previous year.

7 of our How Well Are We Doing survey questions are comparable with questions asked in the Scottish Governments Health and Care Experience Survey.

Our satisfaction rates were between 17.8 and 38.6 higher across each of these questions that relate to:

- Supporting wellbeing / quality of life
- Feeling listened to and respected
- Having choice to shape support
- Having the right support
- Achieving what matters
- Service management
- Feeling Safe



What people we support told us



give them the right support

94%



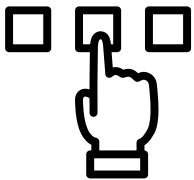
support helps them to feel safe

94%



support helps their wellbeing

94%



we give choices in their support

92%



staff listen & respect them

92%



support helps them achieve the things that matter to them

90%



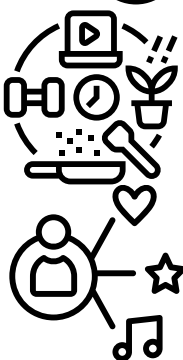
services are well managed

89%



support helps them stay connected to people

87%



support helps them do the things they enjoy

86%

we provide opportunities to have fun

86%

What families & carers told us



support helps keep their family member safe

95%



staff listen to and respect their family member

95%



know who to contact if they have anything to discuss

94%



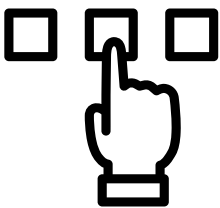
have opportunities to discuss questions or concerns

92%



support helped maintain their family member's wellbeing

90%



give their family members choices in shaping their support

87%



staff listen and respond to comments & suggestions made

87%



the service was well managed

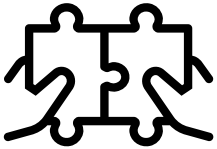
84%

What families & carers told us



support family member to achieve what matters to them

84%



staff are well matched to their family member

84%



we provide opportunities for fun

83%



receive enough information about the support

82%



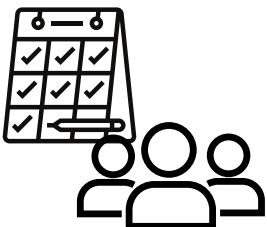
support their family member to stay active and involved

82%



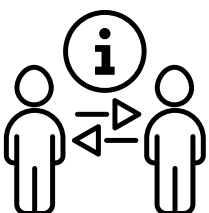
staff have the right knowledge and skills

80%



we provide consistent staffing

79%



feel informed about relevant changes to support

78%



We continue to make improvements



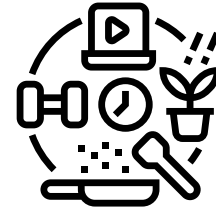
Survey feedback is invaluable as we use this to develop services and make improvements to ensure we continue to deliver the best personal supports to people. Based on the results this year we will...



Continue to ensure that staff skills and training respond to the needs and outcomes of people we support.



Work on improved rota and planning systems to enhance consistent staffing and support.



Ensure people have information about opportunities like our Fun Team activities and Todhill Holiday breaks.



A message from our Chief Executive Austen Smyth:

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Listening to the people we support and families / carers lies at the heart of our mission and values. I thank all of those who have taken the time to give valuable feedback through this year's surveys.

We remain focused on helping people to live happy, fulfilled and fun lives. The launch of our new luxury Todhill Holiday chalets further demonstrates our commitment to these outcomes, and I'm delighted that people we support can now benefit from these terrific holiday opportunities.

We are investing in new systems that are focused on improving how we plan and deliver services; and we have a range of strategic projects to further enhance quality, customer service and communication.

I look forward to seeing how we can continue to deliver better services / supports in the year ahead.

Best wishes,

Austen

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